

# ***Customer Service Workshops: Action Item Progress Report***

***What is the status of all those action items??***



# Color Key

<b>GREEN</b>	<b>Completed Item or Resolved Item</b>
<b>YELLOW</b>	<b>Item is currently being worked on.</b>
<b>PINK</b>	<b>Item has been analyzed and all work on our end is complete. These items have either been moved up the chain or have to be completed by another agency or group.</b>

## ACTION ITEM:

## CURRENT PROGRESS

For NOAA Weather Radio listeners, create a Public Information Statement to explain different terms used in our products, such as scattered vs. likely.

The team suggested that NOAA Weather Radio is not the place to put this type of information due to the myriad of other avenues to get this information. Users should utilize the NWS Service Guide for more information:  
<http://www.crh.noaa.gov/images/pah/pdf/navigator/A-forecast.pdf>

Utilize the highway signs for our watches/warnings and advisories

Rick Shanklin, WCM, has talked with KY and IN. Indiana displays NWS watches on their highway signs. In Kentucky, they are awaiting some equipment before they are able to accomplish this, but it is in the works.

Propose a 58 county breakout for the ZFP (Zone Forecast Product)

NWS Paducah began producing 58 county zones for the ZFP on 4/12/10 and make this official after running through a test period.

Add a statement to the bottom of Regional Weather Summary that states "For more detailed meteorological discussion...refer to the area forecast discussion product (PIL SDFAFDPAH)."

This statement has been now appended to the bottom of our Regional Weather Summary.

Provide Massac County Highway Dept instructional video on how to measure snowfall

This video was sent to the Massac County Highway Dept. We would like to convert the VHS tape to digital and upload on the web for all to use. However, a good site to check out is:  
<http://www.nws.noaa.gov/om/coop/snowguid.htm>

Find a way to consolidate the river information on the NOAA Weather Radio.

Our service hydrologist has found a radio script program which now streamlines the river information on the weather radio. It compiles all the appropriate warnings for a specific transmitter, making it easier on the staff and easier to listen to on the weather radio.

ACTION ITEM:	CURRENT PROGRESS
Obtain numerical guidance for Owensboro, KY. Then, add Owensboro, KY to the PFM.	<p>MET and MAV guidance is now available and OWB is now a point in the PFMPAH.</p> <p><a href="http://www.nws.noaa.gov/cgi-bin/mos/getmav.pl?sta=KOWB">http://www.nws.noaa.gov/cgi-bin/mos/getmav.pl?sta=KOWB</a>  <a href="http://www.nws.noaa.gov/cgi-bin/mos/getmet.pl?sta=KOWB">http://www.nws.noaa.gov/cgi-bin/mos/getmet.pl?sta=KOWB</a></p> <p>For the PFMPAH:  <a href="http://www.crh.noaa.gov/product.php?site=PAH&amp;product=PFM&amp;issuedby=PAH">http://www.crh.noaa.gov/product.php?site=PAH&amp;product=PFM&amp;issuedby=PAH</a></p>
Find out how to gather data from MDOT trucks that measure pavement temperatures.	We are currently looking to write a script in order to receive this data.
Address the staff that they should update the AFD whenever substantial changes are made to the forecast.	NWS local management will address this issue with the staff.
Create local policy mandating the issuance of the monthly climate report on the 1 <sup>st</sup> of every month.	The monthly climate report will be issued on the 1 <sup>st</sup> of every month. However, there may be a rare occasion that the report is late due to a extraordinary situation.
Create a database of our 2009 spotters and create a map showing how many spotters are in each county and where they are located within the county. We should post this map on our spotter training webpage so people can see where we have spotter gaps and need more spotters.	We are currently working on creating a database within Google earth in order to map out all 2009 spotters. We will also work toward creating a database for all the 2010 spotters as well. Once this task is completed, we will work on creating county maps showing the locations of spotters from 2009/2010.

ACTION ITEM:	CURRENT PROGRESS
Propose to issue a TAF Area Forecast Discussion whenever the TAFs are issued.	We will issue an AFD whenever a new set of TAFs is issued. Completed: Monday August 4 <sup>th</sup> , 2008
Reemphasize the need to add any fire danger into our HWO (Hazardous Weather Outlook), especially when a fire weather watch or red flag warning is in affect.	The staff was addressed on August 2, 2009 and requested to add this information to the HWO as needed.
Add a statement at the bottom of the Zone Forecast Product that will direct users to the graphics forecasts or our home page to utilize the “point and click” map.	Since the ZFP will now be 58 counties, the length of this product will negate the usefulness of appending a statement on the very bottom. We are looking for other ways to promote graphical forecasts and the point and click map on our homepage.
Discuss with staff that users need the estimated speed of storms and time expected in the HWO. Also try to be specific with what time spotters are needed. (Mainly use for Day 1)	The staff was addressed on August 2, 2009 and requested to add this information to the HWO as needed.
Address the philosophy and coordination issues with the potential problems of issuing local storm reports (LSRs) too quickly without quality control.	We will attempt to address this by striving to quality control all reports received into the office. However, since this product is contains only <u><b>preliminary</b></u> reports, corrections will have to be expected every now and then.
Make a list of watch/warning/advisory criteria list for us and surrounding offices and put on the web.	This was completed and sent to surrounding media users. This list needs to be placed on our website and will be placed on the Weather Education website. <a href="http://www.crh.noaa.gov/pah/?n=education">http://www.crh.noaa.gov/pah/?n=education</a>

## ACTION ITEM:

## CURRENT PROGRESS

Find out why the WOU/WCN differs sometimes from the WWASPC product from the SPC.

After speaking with SPC, the WWASPC is usually issued once an hour and is mainly a product for our national vendors. The only time the WWASPC will be different from the WOU or WCN is when the SPC is being more aggressive in clearing counties from a watch. The official word of counties being cancelled from a watch is still in the hands of the local NWS office, which will issue a WCN to address this. Based on timing issues of when the WWASPC and the WOU/WCN are sent out, there may also be short term inconsistencies between these products, which would be resolved within the hour or so. The bottom line is that most users should utilize the WCN product from their local offices in order to find out what counties are in a watch.

Ask SPC if there are any thoughts to update the WOU more than once per hour.

At this time, the SPC issues the WOU just after the top of the hour. The only other time the WOU is issued within the hour, is if the watch was cancelled completely or a new watch was issued. Otherwise, updates to the WOU can be expected hourly. However, issuing the WOU more than once per hour is something that can be addressed for the future.

Find out what product the media is using (WOU/WCN) to keep abreast of the watches.

After some research, we discovered that the main product media groups utilize, is governed by the media's market area and also what vendors they are using. However, local radio media tend to use the WCN product.

ACTION ITEM:	CURRENT PROGRESS
Create a Camtasia presentation that describes the warning process and NWS philosophy.	Pat Spoden, NWS Paducah's Science and Operations Officer is currently working on this project.
Work on creating an option in Warngen (NWS Warning Program) to append any LSRs (Local Storm Reports) to the bottom of a warning, that are in the polygon.	What is suggested here is already incorporated into the warning product philosophy, in that we have the option to provide real time severe weather reports in the basis statement section.
Change deadline of fire weather forecast to 600 am.	The deadline for the Fire Weather Forecast is now 500 am. This change took place on September 29, 2009.
Take a closer look at the number of classes/spotters we have in each of our counties. Be more proactive in coordinating with our county officials in counties that have not had a class in a few years.	On July 31, 2009, each county was tallied as to how often Skywarn spotter classes were conducted, from 2002 until the present. This information was used to revive interest in counties where classes have been lacking.
We should have a separate product to use when issuing the TAF discussion.	Our aviation program leader will heighten this issue to our regional headquarters.
Re-address the AFD Directive to state who exactly the AFD should be written for and share with the staff.	We have determined that we are no longer writing this product for inter office coordination and everyone from the general public to the media utilize this product.
A TAF (Terminal Aerodrome Forecast) is needed at KMDH.	All of the necessary paperwork was sent to the airport manager and we are awaiting the return of this completed paperwork before beginning a TAF for the Carbondale Airport.

ACTION ITEM:	CURRENT PROGRESS
Provide graphs that show the progression of the river forecasts from the River Forecast Centers for the river forecast points in our Hydrologic Service Area.	The team feels this is the responsibility of the RFC and their decision. We can propose it to them.
For the Special Weather Statements: change local policy to clarify hail size from ½ inch to less than 1 inch.	NWS local management has clarified to the staff that a Special Weather Statement should be produced whenever hail between ½ inch to less than 1 inch is expected.
Retrieve an update on the status of the Local Storm Summary product.	This idea was brought up to a NWS Central Region board called NIAB (New Idea Advisory Board). They liked the idea, but they are holding off on it until the installation of AWIPS II. In the meantime, we will issue a summary LSR at the end of an event.
Send email/letter to emergency managers reminding them of the use of the CEM (Civil Emergency Message)	Due to HazCollect now being available nationwide, emergency managers will be urged to utilize this new tool, where they can send out critical messages via NOAA Weather Radio.
Create a bulleted list for the EQR (Earthquake Report).	The EQR is now in a bulleted format when details are known about the earthquake.
Create a forecast generator, where the user could choose the counties they want and then receive a summarized forecast for that area.	This idea was passed on to our regional director and he recommended to move forward with this project and to begin the process of running this as an experimental product. However, projects of higher urgency have caused the work on this project to be postponed to a later date.

ACTION ITEM:	CURRENT PROGRESS
Ask our spotters to report dense fog.	The Skywarn Spotter Concepts 1 and 2 now indicates that dense fog is a weather parameter which spotters can now report.
For winter weather products, add a best practice to utilize landmarks such as interstates etc.	On August 2, 2009, an email was sent to the staff reminding them of the usage of landmarks in our winter weather products.
Make a list of watch/warning/advisory criteria list for our office and surrounding offices for our media partners.	On September 30 <sup>th</sup> , 2009, this list was completed and sent to area media partners. This list is now on our Weather Education page as well.
Create a work file (with road condition phone numbers and websites for the staff to utilize during winter weather events and to broadcast on weather radio.	The staff can now easily create a PNS (Public Information Statement) which contains road condition phone numbers and websites that can be sent out to our users during winter weather events.
Create a tutorial for the website	We are currently waiting for any and all changes to our website to be complete before we begin the process of creating a tutorial.
Create script for Evansville EPA Air Now Air Quality Information	We are currently working on this. The information will be taken from the AIR NOW website, where the data is provided by the Indiana Department of Environmental Management. This product will eventually be available on our TEXT PRODUCTS page once it is complete.

ACTION ITEM:	CURRENT PROGRESS:
Fire Weather: Look into producing nighttime/inversion forecasts.	We are currently manually editing this information into the spot forecasts. We will work to include this parameter into our daily planning forecast.
Fire Weather: Set up visits for fire personnel to visit our office	Our fire weather program leader has met with fire personnel at their facilities. We plan on hosting a future meeting at our office.
Fire Weather: conduct a meeting with the forestry service as well as the state parks to take a second look at our watch and warning criteria.	We attended a sub regional meeting in 2009 with surrounding NWS offices and forestry personnel. Some changes to Red Flag Warnings were made at some offices. Watch and warning criteria will differ slightly due to fuels and topography. Also, some changes were made as to what counties each NWS office serve. Another meeting was conducted where uniform RFW criteria was established for the entire state of KY.
Fire Weather: set up training for regional state parks.	This is still something that our fire weather program leader would like to do in the future.
Fire Weather: Send personnel on prescribed burns.	In early November 2009, several members of our staff were able to observe a prescribed burn in the Kentucky Lakes area.
Make cheat sheet for making slide show for conference calls. Suggest talking about meteorology until the very end for the TV meteorologists.	We are working on creating a cheat sheet which will include instructions to suggest holding off on any meteorological discussion until the very end of the call.
Make static introductory slide to be used on every conference call that has etiquette tips.	We will create introductory and ending slides that will be shown at each conference call.

ACTION ITEM:	CURRENT PROGRESS
Create a script to allow the Cape Girardeau climate (430pm issuance) to broadcast on NOAA Weather Radio.	The Cape Girardeau climate product is now being broadcast at 430pm on NOAA Weather Radio.
Contact WFO St. Louis and Pittsburgh to see how they handle the river products on the radio to see if they have any interesting ideas.	After speaking with surrounding offices, they are handling river products on the weather radio similarly to how our office does.
Propose to update the weather summary at 11am and 9pm in order to keep it fresh on the NOAA Weather Radio.	NWS local management will address this issue and regular updates to the weather summary will likely become more common.
Make easy to understand cheat sheets for the staff on how to edit products on the NOAA Weather Radio. Push for greater vigilance to radio content, especially on midnight shifts.	Our NOAA Weather Radio program leader will create instructions which detail how to streamline products on the weather radio.
Add Hopkinsville KY to the hourly weather observations on NOAA Weather Radio.	Since the Hopkinsville observation station does not report ALL pertinent weather data needed for NOAA Weather Radio broadcast, the Ft. Campbell observation has to be used for the Hopkinsville area. There is still a possibility of adding Hopkinsville and other KY observations because of the KY mesonet data we now have available to us.
We need to add mile markers to the Warngen program, which is the program that the NWS utilizes to issue warnings.	This idea is currently being looked into for possible implementation.

ACTION ITEM:	CURRENT PROGRESS
Create in depth explanation of “POP” (Probability of Precipitation) and place it under the WEATHER EDUCATION webpage.	An explanation of POP has been created and will be located on our Weather Education webpage.
Revamp our hydrology page to correctly reflect product names. For example, instead of listing the hydrologic summary, our current hydrology webpage simply states “Morning river and rainfall reports”, which might be confusing.	The links on our local hydrology page now reflect the correct product names.
Find out why the menus on the left hand side of our webpage differ depending on which link you choose.	This issue has been resolved.
Find out the status is of the annual climate summary.	Annual climate summaries are now produced and began with the 2008 summary.
Investigate if we can include the wind forecast beyond Day 3 in the Zone Forecast Product (ZFP).	Right now, NWS Directives state that winds will not be included beyond day 3 in the ZFP. However, we have control of the forecast text on our website via the “Point and Click” map on our homepage. The wind forecast is now available for all seven days with this version of the forecast.
We need our products to be cell phone friendly and also we need a way for the products to alert on user’s cell phones.	Check out: <a href="http://inws.wrh.noaa.gov/">http://inws.wrh.noaa.gov/</a>
Check our website for broken links.	All links were checked and seem to be working correctly at this time.

ACTION ITEM:	CURRENT PROGRESS
Add the LCOPAH (COCORAHS PRECIPITATION SUMMARY) to the Text Products page & Hydrology page.	This product was added to the Text Products Page. Our local hydrology page was replaced by the AHPS page after web standardization took place. The LCOPAH is also available on the AHPS page near the bottom under the Hydrologic Resources section under Text Products and also under the Additional Resources section under the Supplemental Precipitation link.
Add Cape Girardeau to list of climate products on our climate page.	The climate product for Cape Girardeau MO was added to the climate page on Nov. 21 <sup>st</sup> 2008
Add a pull down menu of our most used products on the homepage that is easily accessible.	Our local web team is still working on creating this helpful addition to our website.
The CSWAT team proposes an addition to our existing website. We should utilize Local Overview Tab on our home page to create dynamic hazardous weather webpage. The page would be dedicated to all products, graphics, maps severe weather related. We would like this page to be linked to our headlines as events occur.	We have utilized a new webpage for this idea for the past several winter weather events. It can be found under the local overview tab on our homepage whenever winter weather is expected. A severe weather page has also been created. We plan on making a page for heat and drought and possibly others soon. During and prior to an event, the Local Overview Tab on our homepage will change based on what weather threat we are expecting.
Once the CLI products are sent for the other sites (POF, MDH etc), update our climate website.	A database needs to be built for all of the remaining sites (Poplar Bluff, Carbondale, and Owensboro). We are waiting to receive new normals from NCDC before we begin building these databases.

ACTION ITEM:	CURRENT PROGRESS
Take a look at the mouseover text on the left hand side menu of our website to see if we can improve wording.	The NWS Paducah Web Team continually looks for ways to make any improvements to mouseover text.
<p>Propose changes to button labels on our website:</p> <p>AHPS/River Info ---Advanced Hydrologic Prediction Service</p> <p>Local --- Observed Weather</p> <p>More---Local Data/Records or delete altogether</p> <p>Add CPC to Climate section</p> <p>Only have the AHPS link in one location on the website</p> <p>Need to add SPC under the NHC link</p>	<p>These items will be sent to the Central Region Web Team. Since our website became standardized, a link to SPC has been added and can be reached via the “Severe Weather” link on the left hand side under the Forecasts section.</p> <p>In addition, a new left hand menu is currently in the works, which should be better organized and contain many more useful links.</p>
Add HPC winter weather outlooks to our Outlook Page	We added HPC winter weather products to the winter weather page, which will be available by clicking the Local Overview tab during a winter weather event. HPC winter weather products are also available from the Winter Weather link on our home page on the left side.

ACTION ITEM:	CURRENT PROGRES
Set up a link for archived news stories.	There is now a link on the left hand side of our homepage called Top News Archives: <a href="http://www.crh.noaa.gov/news/display_cmsarchive.php?wfo=pah">http://www.crh.noaa.gov/news/display_cmsarchive.php?wfo=pah</a>
Climate products on our TEXT products page (Daily, monthly, annual and seasonal)	Completed 1/22/09
Add links for VIL and echo tops to our severe weather page: <a href="http://radar.weather.gov/ridge/lite/NVL/PAH_loop.gif">http://radar.weather.gov/ridge/lite/NVL/PAH_loop.gif</a> <a href="http://radar.weather.gov/ridge/lite/NET/PAH_loop.gif">http://radar.weather.gov/ridge/lite/NET/PAH_loop.gif</a>	These links will be available on our severe weather, which can be accessed by the Local Overview Tab during times of severe weather.
Create a map that auto refreshes and maps the LSR (Local Storm Reports)	A LSR map link was added to our website in March 2009. It can be found on our homepage at the very bottom under the Quick Links section and is labeled STORM REPORT GRAPHIC. It is also available on our new severe weather page, which can be accessed by the Local Overview Tab during times of severe weather.
Find out why no meteorological terms/acronyms are linked to a definition on the AFD when the AFD is accessed through our text products page, but are linked if the AFD is accessed via the link on the bottom right side of the page when a user uses the point and click map.	This issue has been resolved.
Place a statement on our NOAA Weather Radio webpage that invites users to call or email us if they hear any words/towns pronounced incorrectly.	Our NOAA Weather Radio program leader is in the processing of addressing this issue.

ACTION ITEM:	CURRENT PROGRESS
Revamp the satellite link on our webpage to include more satellite imagery.	The satellite page was revamped in June 2009. <a href="http://www.crh.noaa.gov/pah/?n=satellite">http://www.crh.noaa.gov/pah/?n=satellite</a>
Add aviation discussion to aviation page via this website: <a href="http://aviationweather.gov/testbed/afd/">aviationweather.gov/testbed/afd/</a>	Since NWS Central Region standardized our web page, our aviation link now links directly to the Aviation Weather Center. They were contacted on July 30, 2009 and asked if they could make the aviation AFD more accessible. They wrote that this idea would be passed on to management for consideration.
Add new frost/freeze criteria on website.	We added this information to our Weather Education page: <a href="http://www.crh.noaa.gov/pah/?n=education">http://www.crh.noaa.gov/pah/?n=education</a>
Add Drought (DGT) Product to TEXT PRODUCTS page	Completed
Create Storm Total Snow Accumulation graphics	This has been created and will be utilized on our winter weather page that will be accessed via the local overview tab.
Find out why Cape Girardeau monthly climate link is bad on the text products page	We are currently working on this problem.
Add any missing text products to our text products webpage.	At this time, no additional products are needed on the text products page.

## ACTION ITEM:

Regarding the webpage reached by the point/click map on our homepage: Here are some ideas that the Customer Service Workshop Action Team (CSWAT) devised:

- Detailed point forecast map should be directly below forecast text

- The radar and satellite data should be removed and the NDFD graphics should be placed below the current conditions, with the additional forecast/info section underneath that.

CSWAT believes that people will not likely scroll down further than the forecast text takes them.

Therefore, all of the other great links below are lost (i.e. graphical forecasts, hourly weather graph, etc). When people click on the map for a forecast, they really do not need to see radar and satellite data, so we think it should be on the bottom.

## CURRENT PROGRESS

This item will be discussed with the CR Web Team in NWS Central Region Headquarters.

ACTION ITEM:	CURRENT PROGRESS
Which acronyms do they highlight to be links to the NWS Glossary on our website. (Let staff know so that they only utilize those acronyms)	This item will be discussed with the CR Web Team in NWS Central Region Headquarters.
Find out the status of the main map coloring on the front page of our website. There is a need for improved maps that can be better with regards to handling the numerous types of warnings, watches and advisories.	This item will be discussed with the CR Web Team in NWS Central Region Headquarters.
We should link all acronyms and words to definitions/maps of certain geological regions and do this for all of our products. We should be able to create our own definitions and graphics as well.	This item will be discussed with the CR Web Team in NWS Central Region Headquarters.
We should be able to mouse over any linked word or acronyms to obtain a definition or graphic. (i.e.. AFM, PFM, AFD, ZFP etc)	This item will be discussed with the CR Web Team in NWS Central Region Headquarters.
Propose changes to wording above map on homepage: Point and click your location on the map for latest forecast.	This item will be discussed with the CR Web Team in NWS Central Region Headquarters.
Add a search function on our homepage.	This item will be discussed with the CR Web Team in NWS Central Region Headquarters.
Left hand menu on our website needs to allow users better access to information more efficiently.	Work is currently being done to reorganize and add more accessibility to widely used NWS data and information to the left hand menu of our website.

ACTION ITEM:	CURRENT PROGRESS
Find out status of ground clutter removing programs for internet radar.	Radar upgrades (including better ground clutter removal) are in our future with the Dual Polarization radar, but this is not slated until 2012.
Radars need to stay up and running and continually updated. Also need zoom feature to work without losing quality. Need high quality zoom overlaid with maps of towns/roads etc, and storm tracking.	Check out this new radar page: <a href="http://radar.srh.noaa.gov/">http://radar.srh.noaa.gov/</a> Performance will be slow with dial up or lower end broadband connections. Once this page becomes official, it will load much faster.
More frequent updates to the radar data	Depending on which mode the radar is running in, the update times to the radar data will vary. Even if we run the radar at its fastest mode, you will only receive updates every 4 to 5 minutes. In the event the radar data is NOT updating, this may be due to bandwidth issues, to which a fix has been attempted but there may always been issues from time to time.
The standard radar view needs to have an auto refresh capability.	Right now, there are bandwidth issues with having the standard radar view auto refresh. There is a work around however. Please refer to pages 29 and 30 of the "Customer Service Workshop Action Items: Second Installment April 2009" on our Customer Service Workshop webpage for details: <a href="http://www.crh.noaa.gov/pah/?n=workshop">http://www.crh.noaa.gov/pah/?n=workshop</a> In addition, a new radar page is available which has lots of new features: <a href="http://radar.srh.noaa.gov/">http://radar.srh.noaa.gov/</a> Performance will be slow with dial up or lower end broadband connections. Once this page becomes official, it will load much faster.

# Questions?? Comments??

- If you have any questions or comments, please direct them to either Christine Wielgos – [Christine.Wielgos@noaa.gov](mailto:Christine.Wielgos@noaa.gov) or Rick Shanklin – [Ricky.Shanklin@noaa.gov](mailto:Ricky.Shanklin@noaa.gov).

